

NOTICE OF NON-DISCRIMINATION

Aetna Medicare FIDE Care (HMO D-SNP) with Federal civil rights laws. **Aetna Medicare FIDE Care (HMO D-SNP)** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (as defined in 45 CFR § 92.101(a)(2)).

Aetna Medicare FIDE Care (HMO D-SNP) provides the following:

- Free aids and services to people with disabilities to help you communicate with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **Aetna Medicare FIDE Care (HMO D-SNP)** at [1-833-220-0349](tel:1-833-220-0349). For TTY/TDD services, call [711](tel:711).

If you believe that **Aetna Medicare FIDE Care (HMO D-SNP)** has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with Civil Rights Coordinator by:

- Mail: 1 CVS Drive, MC 2332, Woonsocket, RI 02895,
- Phone: [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711))
- Fax: 1-401-652-9935
- In person: 1 CVS Drive, MC 2332, Woonsocket, RI 02895
- Email: Coordinator1557@cvshealth.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

- Web: Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- Phone: [1-800-368-1019](tel:1-800-368-1019) (TTY/TDD [1-800-537-7697](tel:1-800-537-7697))

This notice is available at Aetna Medicare FIDE Care (HMO D-SNP)'s website:

<https://www.aetna.com/medicare>.

LANGUAGE ASSISTANCE

English

ATTENTION: Language assistance services and other aids, free of charge, are available to you. Call [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Spanish

ATENCIÓN: Dispone de servicios de asistencia lingüística y otras ayudas, gratis. Llame al [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Chinese

请注意：您可以免费获得语言协助服务和其他辅助服务。请致电 [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711))。

Arabic

ملاحظة: خدمات المساعدة اللغوية والمساعدات الأخرى المجانية متاحة لك. اتصل
بالرقم [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Korean

주의: 언어 지원 서비스 및 기타 지원을 무료로 이용하실 수 있습니다.
[1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)) 번으로 연락해 주십시오.

Russian

ВНИМАНИЕ! Вам доступны бесплатные услуги переводчика и другие виды помощи. Звоните по номеру [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Italian

ATTENZIONE: Sono disponibili servizi di assistenza linguistica e altri ausili gratuiti. Chiamare il [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

French

ATTENTION: Des services d'assistance linguistique et d'autres ressources d'aide vous sont offerts gratuitement. Composez le [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

French Creole

ATANSYON: Gen sèvis pou bay asistans nan lang ak lòt èd ki disponib gratis pou ou. Rele [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Yiddish

אכטונג: שפראך הילף סערוויסעס און אנדערע הילף, זענען אוועילעבל פאר אייך אומזיסט. רופט [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Polish

UWAGA: Dostępne są bezpłatne usługi językowe oraz inne formy pomocy. Zadzwoń: [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

H3312_NDN_2025

GR-69746-28 (02-26)

Tagalog

ATENSYON: Available ang mga serbisyong tulong sa wika at iba pang tulong nang libre. Tumawag sa [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Bengali

মনোযোগ নামূল্যে ভাষা সহায়তা পরিষেবা এবং অন্যান্য সাহায্য আপনার জন্য উপলব্ধ। [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711))-এ ফোন করুন।

Albanian

VINI RE: Për ju disponohen shërbime asistence gjuhësore dhe ndihma të tjera falas. Telefononi [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Greek

ΠΡΟΣΟΧΗ: Υπηρεσίες γλωσσικής βοήθειας και άλλα βοηθήματα είναι στη διάθεσή σας, δωρεάν. Καλέστε στο [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711)).

Urdu

توجہ فرمائیں: زبان میں معاونت کی خدمات اور دیگر معاونتیں آپ کے لیے بلا معاوضہ دستیاب ہیں۔ کال کری [1-833-220-0349](tel:1-833-220-0349) (for TTY/TDD services, call [711](tel:711))

H3312_NDN_2025

GR-69746-28 (02-26)